1989/1990 ANNUAL REPORT

THE SOCIAL PLANNING & RESEARCH COUNCIL of Hamilton & District

A United Way Member Agency

PRESIDENT'S REPORT

The past year has been a time of serious internal review as well as external accomplishments by the Social Planning and Research Council. Internally, our strategic planning process has continued with the formulation and adoption of our first Statement of Philosophy which describes the principal system of values which underlie the Council's decision-making. The Statement, which is presented in this Annual Report, resulted in considerable discussion about the role of the SPRC in the community which, in turn, resulted in the establishment of a task force to review our approach to priority-setting. The report of this task force has recommended a broadening of the SPRC mandate and this recommendation will, undoubtedly, result in continued discussion and debate in the year ahead.

In addition to these very interesting discussions, our Board of Directors and committee volunteers have supervised a record number of projects and consultations, as well as adopting positions on such key social policy issues as the Goods and Services Tax, No-Fault Auto Insurance and the Mayor's Committee on Race Relations. The latter activities demonstrate that the advocacy function of the SPRC has not been sacrificed to the growing demands of projects, consultations and internal reviews. These activities are described in more detail in the Executive Director's Report.

Of particular note is our continuing work on major studies of multiculturalism, employment, child care and housing. All of these projects will be completed within the coming year and should have significant impact on the planning and delivery of services in our community. The leadership role which has been played by the SPRC in confronting issues of priority-setting, accountability and consumer complaint mechanisms in community services, promises to have positive impact in the years ahead.

I would now like to turn my attention to one of the primary challenges which I believe will face the SPRC in the coming year.

Throughout its history, the SPRC has argued the need for a more comprehensive approach to planning, which would incorporate the elements of

social, health, environmental, economic and physical planning into an integrated approach to community development. With increasing interest within all sectors, in the concepts of "healthy communities" and "sustainable development", this approach to planning now appears to be on the verge of becoming a reality. I believe that the fundamental challenge of the coming year will be one of bringing about this integration and the SPRC will undoubtedly have a key role to play in meeting this challenge within our community.

This growing trend towards integration, coupled with the kinds of major reforms encompassed in the reports of the Social Assistance Review Committee and the Provincial/Municipal Social Services Review Committee, demonstrate an impressive consistency with the positions which have been advocated by the SPRC over the years. The many years of analysis and advocacy by the SPRC and similar organizations across the province, have paid big dividends during the past two years and I believe that our entire community will benefit as a result.

The challenges, however, will grow rather than diminish, as the SPRC is increasingly asked to put its "theories" into "actions". As the positions which we have advocated over the years become increasingly incorporated into "mainstream" thinking, the emphasis will shift to implementation and the role of the Council in facilitating this implementation will become more and more critical.

We can enter the decade of the nineties with pride in our past accomplishments and confidence in our ability to meet the challenges which face our organization and our community. The superb quality and commitment of our Board of Directors, volunteers and staff continue to be our primary source of strength and the bed-rock upon which our confidence can rest. The successes of the Council and our accomplishments of the past year are a testament to the philosophy that underlies all of our work - that the diverse elements of our vibrant community can be brought together to develop appropriate responses to the problems and opportunities that are a part of community life.

On behalf of the Board of Directors and the staff, I offer special thanks to our retiring directors - Judith Bishop, Julio Ramirez and Margaret McCarthy. In addition to these regular retirements,

we lost Gil Simmons and David Binns through resignations, and Chai Chu Thompson will be leaving the Board for a one-year leave of absence. The contributions of all of these volunteers will be missed and I want to thank them for their commitment to the SPRC.

On behalf of everyone associated with the SPRC, I want to thank the Burlington, Hamilton-Wentworth United Way and the Regional Municipality of Hamilton-Wentworth for their ongoing financial support. We are now in the process of completing the final year of our three-year funding agreement with the United Way and I want, in particular, to thank them for the help they have provided in upgrading our core budget during that period of time.

In closing, I want to express my personal gratitude to Mike Pennock, our Executive Director; to Urmas Soomet, our Past President; to Marvin Caplan, our Vice President; and to Peter Wegener, our Treasurer, for their support and help throughout the year. Their counsel, together with that of our Executive Committee, has made my first year as President personally satisfying and fulfilling. With the high calibre of volunteers and staff who direct and carry out the work of the Council, I am confident that the coming year will be as satisfying as the year which we have just completed.

Larry W. Chambers, PhD

EXECUTIVE DIRECTOR'S REPORT

Providing a cogent description of staff activities over the past year is one of the more difficult challenges I have faced in the course of my Executive Director's duties. As of this writing, Social Planning and Research Council staff are involved in seventeen external committees and task forces while, at the same time, managing key projects which range from major studies of multicultural, native employment and literacy services, to ongoing work in child care, tax reform and consumer complaint mechanisms. All of this activity, in addition to the usual flurry of consultation services, has resulted in a year which seemed a little overwhelming at times.

Project revenues which are transferred to core budget, increased by 84.25% this year - a clear indication of the esteem which is accorded to the work of the Council by agencies and funders. Total project revenues increased by an impressive 135.7%.

As issues of co-ordination and planning have moved to the forefront in the social services agenda, the Council's long history of involvement in these areas has assured it an important place in the continuing evolution of our community services system. On the social policy front, we have been very busy analyzing and reacting to developments which have been both positive and negative in their implications. It is notable that most of the positive developments have emanated from our Provincial and Regional Governments, while we have found ourselves in a predominantly critical position on many Federal initiatives. The one exception to the positive initiatives by the Provincial Government, was the no-fault automobile insurance proposal which the SPRC strongly opposed in a presentation to the parlimentary committee which was charged with the task of hearing public responses to the legislation. On the Federal level, the combination of expenditure cuts in key areas and an ongoing shift towards increased regressivity in our national system of taxation, resulted in a record number of critical communications between our Board and various Federal officials.

In the remaining portion of my report, I will attempt to provide an overview of some of the more notable projects and consultations which kept

the staff moving at near break-neck speed for much of the year.

Co-ordination and Accountability — The publication of the long awaited report of the Provincial-Municipal Social Services Review Committee ended a number of months of anticipation. It was widely expected that this report would recommend sweeping changes in the structure of social services in the Province and the report lived up to its expectations. Many of the recommendations were consistent with past SPRC positions - particularly those that were related to the decentralization of control to municipalites. We are now in the process of carrying out a review of the report and its recommendations.

Of particular relevance to this trend towards decentralization, has been our work with the Community Services Planning Group. This committee is attempting to develop a comprehensive model for co-ordinated planning and priority-setting among the many agencies, programs and funders which comprise our system of community services in Hamilton-Wentworth. The tentative model is now being reviewed and critiqued by a wide variety of organizations throughout the community.

As the winds of change pick up speed within the world of social services, the SPRC and the member agencies of the United Way have tackled another basic, but controversial issue, in attempting to develop a general consensus about the most appropriate role of funders in ensuring the accountability of independent community-based agencies. As decentralization continues to result in a growing role for community-based agencies in service delivery, some unresolved issues concerning accountability are becoming increasingly important. The corresponding need to resolve these issues has led to the initiation of the accountability project. As usual, Hamilton-Wentworth is proving to be a "leading-edge" community in its attempts to develop effective responses to key community-service issues.

Another aspect of "accountability" in which our community is playing a lead role relates to our attempt to develop an appropriate and effective mechanism for responding to consumer concerns about the quality of service provision. Our role in facilitating the development of a recommended approach to this problem in Hamilton-Wentworth continues into the current year.

Housing — The problem of affordable housing continued to be a significant part of the Council's agenda during the past year. In conjunction with Cable 14, we made our first venture into "video" reports by co-producing a 32-minute production entitled "My Neighbours, My Friends", on the importance of social housing to our community. A Ministry of Housing funded project has resulted in extensive work in the labour community with respect to non-profit housing, and our consulting work with the Regional Chairman's Task Force on Affordable Housing has ensured our involvement in this very innovative approach to community problem-solving.

Our continued work with the Access to Permanent Housing Committee and participation on the Technical Advisory Committee for the Regional Housing Statement, as well as the City of Hamilton's Housing Intensification Study, have ensured a high level of involvement by the SPRC in our community's attempts to resolve the ongoing housing problem.

Illiteracy — Growing concerns about the problem of illiteracy and the ground-breaking work of the Adult Basic Education Association (ABEA) resulted in funding from the Province to carry out a review of Hamilton-Wentworth's innovative response to the co-ordination of adult basic education services. The SPRC is carrying out this review in conjunction with ABEA. As a result of this project, the Province will have a "how-to" guide for use in other areas of the Province - another indication of Hamilton-Wentwroth's ongoing reputation for innovation in service delivery and co-ordination.

AIDS — Our membership on the Regional Municipality's AIDS Prevention Task Force has resulted in the implementation, by the SPRC, of two surveys of community service administrators and employees about issues related to the provision of services to persons with AIDS.

Self Help Groups — The SPRC is heavily involved in a developing effort to establish a new and very innovative centre for self-help groups in Hamilton-Wentworth. The establishment of such a centre should make a significant contribution to reducing the problems of self-help groups which were identified in our 1989 review of the self-help movement in Hamilton-Wentworth.

Employment — The completion of the Job Training Impact Study for the Regional Municipality has resulted in ongoing involvement in issues related to the implementation of recommendations from the study. We also completed the three-year evaluation of the Industry Education Council's Operation Employability study for disabled secondary school students and embarked upon a study of the employment needs of our local native population in conjunction with the Regional Native Indian Centre.

Multiculturalism — As our local community continues to evolve towards an increasingly multicultural and multi-racial society, the issue of access to community services by ethnic minorities has emerged as a key priority. In response to a request by the Regional Municipality, the SPRC devoted significant resources this year to the development of a comprehensive community response to the needs of our diverse racial and cultural population. The initial report of this project is scheduled for release in June, 1990.

Street Kids — Our involvement in the Street Youth Task Force and our supervision of a street youth research project during the summer of 1989, made a valuable contribution to the development of a co-ordinated community response to the growing problem of street kids in our community. Our involvement in this issue continues through our membership on the task force's implementation committee.

Disabled — Our Committee on Housing and Home Support Care for the Disabled completed its work in the Fall of 1989, and produced an innovative recommended model for providing home support services to the disabled. This model is now being further developed by a group of agencies in the community. The SPRC is grateful to the committee members for their strong commitment to the Council over the past few years as they worked through their mandate.

During the coming year, the SPRC will be working with the Region on the development of a co-ordinated plan for the delivery of long-term care services for the disabled in Hamilton-Wentworth.

Child Care — The SPRC's Child Care Advisory Committee has continued to work during the past year on the many issues that confront this very important sector of our community services system.

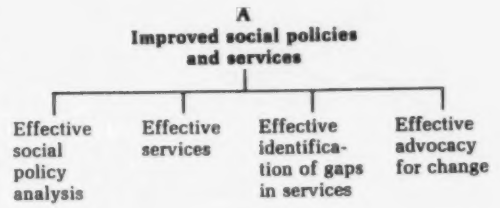
The Year Ahead — The next twelve months promise to be as busy as the last. Undoubtedly, all levels of government will continue to produce initiatives which will require thorough analyses and responses. Work on a number of the projects and consultations previously reported will continue and new activities are already being added to our agenda to replace those which have been completed.

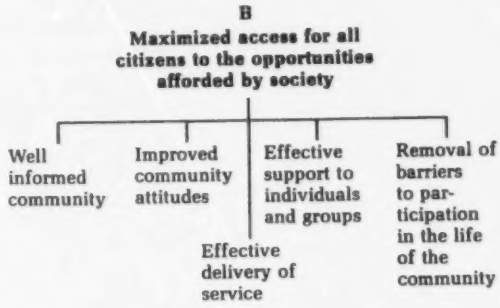
In the ever-changing work of the SPRC, there are two critical constants - a group of staff who are the best that I have ever had the pleasure to work with in either the private or public sector, and a group of volunteers who are an inspiration in their commitment and support. Our Board of Directors and our many committee members, are a testament to the primary guiding principle of all Council activities - that our community, in all of its wonderful diversity, does have the capacity to come together, roll up its sleeves and develop the kinds of solutions and initiatives which will enhance the lives of all of our citizens. This is the age-old principle of the voluntary sector and, in the year ahead, the SPRC will continue to be a driving force in helping our community to achieve its many potentials.

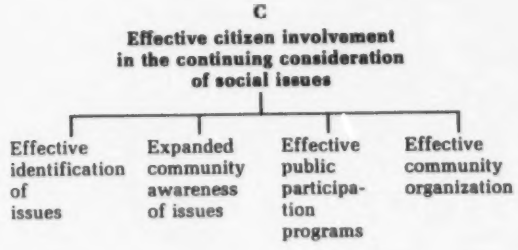
Mike Pennock

MISSION STATEMENT

As an independent voice in the community, the Social Planning and Research Council of Hamilton and District will act to improve the quality of life for all citizens by engaging in activities which will result in:




B
Maximized access for all citizens to the opportunities afforded by society
Well informed community
Improved community attitudes
Effective support to individuals and groups
Removal of barriers to participation in the life of the community
Effective delivery of service


C
Effective citizen involvement in the continuing consideration of social issues
Effective identification of issues
Expanded community awareness of issues
Effective public participation programs
Effective community organization

STATEMENT OF PHILOSOPHY

The mission of the Social Planning and Research Council is directly related to the fundamental belief of the voluntary sector - that communities have the capacity and the responsibility to identify opportunities to improve the quality of life, and to identify and resolve problems that diminish the quality of life among their citizens. Implicit within this belief, is the commitment that all citizens should have the opportunity to participate equally in this process.

The SPRC is committed to the principle that the most effective responses to community problems arise from the development of an informed consensus among the various sectors that make up the community about both the nature of the problems and the most appropriate responses.

The SPRC also believes that the most effective responses to community problems are based upon the organization of people and resources in community-based organizations.

The SPRC acts as a resource to facilitate the identification and implementation of consensus-based solutions to perceived problems. In recognizing that consensus-based soluations are not always possible, the SPRC is also prepared to advocate on behalf of specific sectors. In most cases, the Council will attempt to accomplish this function by increasing the capacity of the individual group to advocate on its own behalf. In other cases, the Council will play a leadership rather than facilitative role in advocating on behalf of groups.

This statement of philosophy has a number of important implications with respect to SPRC actions:

1. That priority will be given to assisting community-based (non-governmental) organizations.
2. That priority will be given to working with groups rather than individuals.
3. That adversarial responses to community problems would only be supported after extensive efforts at mediation and consensus-building has proved to be ineffective.
4. That the SPRC would not assist any groups who are not committed to the philosophy of equal participation among all citizens in community affairs.

AUDITORS' REPORT

AUDITORS' REPORT

To the Directors and Members of
The Social Planning and Research Council
of Hamilton and District:

We have examined the balance sheet of The Social Planning and Research Council of Hamilton and District as at March 31, 1990 and the statements of financial activities operating fund and capital fund for the year then ended. Our examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the Council as at March 31, 1990 and the results of its operations for the year then ended in accordance with the accounting principles described in Note 1 to the financial statements applied on a basis consistent with that of the preceding year.

The financial statements as at March 31, 1989 and for the year then ended were examined by another auditor who expressed an opinion without reservation on those statements in his report dated May 26, 1989.

Pettinelli, Mastroluisi & Costanza

Hamilton, Ontario
May 17, 1990

Pettinelli, Mastroluisi &
Costanza
Chartered Accountants

NOTE: The information given in this Annual Report is an extract from the financial statements. The complete financial statements, including all related notes to the financial statements, are available to members on request.

STATEMENT OF FINANCIAL ACTIVITIES

	Year Ended March 31 1990	Year Ended March 31 1989
REVENUES:		
Support from the public	$320,436	$246,963
Support from governments	91,195	64,515
Other	35,136	19,894
TOTAL REVENUES	$446,767	$331,372
EXPENSES:		
Salaries and consultant fees	339,766	244,152
Employee health and retirement benefits	29,969	21,581
Professional fees	1,025	875
Supplies	12,670	7,875
Telephone	3,492	3,138
Postage and shipping	5,163	4,806
Rent and facility insurance	27,505	29,169
Public relations	2,218	130
Local transportation (staff)	5,242	3,719
Conferences	2,074	3,093
Volunteer expenses	467	—
Organization dues and periodicals	1,250	1,577
Equipment and maintenance contracts	5,671	3,371
Staff replacement costs	—	600
Other administration costs	9,854	3,912
Project closeouts	9	—
TOTAL EXPENSES	446,375	327,998
Excess of revenues over expenses for the period	392	3,374
Less: Amount repayable to United Way	—	1,733
	392	1,641
Less: Transferred to capital fund	392	1,641
	$ —	$ —

BOARD OF DIRECTORS

1989/90
OFFICERS

Dr. Larry W. Chambers, President
Marvin Caplan, Vice-President
Peter Wegener, Treasurer
Urmas Soomet, Past President
Michael W. Pennock, Secretary

HONORARY SOLICITOR
William N. Callaghan, Q.C.

HONORARY DIRECTORS
J. Nelson Allan
Marjorie Baskin
Judge T. A. Beckett
Archbishop J. Bothwell
Anthony Butler
Dick Capling
Craig Fraser
Hubert Martin, Q.C.
Charles T. McNair
David Seldon

DIRECTORS

Term Ending 1990	Term Ending 1991
Judith Bishop	David Binns*
Sandy Bozak	Joyce Caygill
Susan Goodman	Dr. Larry W. Chambers
Margaret McCarthy	David Christopherson
Paul McWhinnie	Pat James
Julio Ramirez	Linda Moore
Gil Simmons*	Norman Preece
Chai Chu Thompson	Stacey Shier
Norman Westbury	Peter Wegener

Term Ending 1992

Marvin Caplan	Bro. Richard MacPhee
Bill Fuller	Mary Ann Seldon
George Gliva	Ken Stone
David Godley	Dr. J. Doug Welland
Dr. Wayne Lewchuk	

CONSULTANT
Ed Smee

ADVISORS

Norma Walsh (Regional Social Services)	Bruce Mochrie (United Way)

* Resigned during the year.

COMMITTEE MEMBERSHIP

ADMINISTRATIVE COMMITTEES:

Executive:
Marvin Caplan, Chairperson
Judith Bishop*
Dr. Larry W. Chambers
George Gliva
Gil Simmons*
Urmas Soomet
Peter Wegener

Finance:
Peter Wegener, Chairperson
Marvin Caplan
Dr. Larry W. Chambers
Urmas Soomet

Personnel:
Urmas Soomet, Chairperson
Marvin Caplan
Dr. Larry W. Chambers
Peter Wegener

Nominating:
Urmas Soomet, Chairperson
Marvin Caplan
Carole Capling
Mary Lou Dingle, Q.C.
Bill Fuller
Pat James
Jean Jones
Judith Johnson
Mike Schuster

ADMINISTRATIVE AD HOC COMMITTEE:

Task Force Reviewing SPRC Priority Setting-Process:
Marvin Caplan, Chairperson
Lindsey George
Mark Hornell
George Gliva
Peter Pettingill

STANDING COMMITTEES

Community Development Advisory:
Judith Bishop, Chairperson*
Gil Simmons, Chairperson*
Lindsey George
Mark Hornell
Jenny Rossi
Chai Chu Thompson
David Godley
Basilia Iatomasi
Donna Slater

Research Advisory Committee:
George Gliva, Co-Chair
Chai Chu Thompson, Co-Chair
Dave Brown
Marion Emo
Andy Korosi*
Mike DeVillaer
Lindsey George
Rita Lee-Irvine

Nick Merola
Peter Pettingill
Dr. Wayne Warry
Bob Whiting
Dr. Julia O'Connor
Shelley Rempel
Peter Wegener

Consultants:
Dr. Larry W. Chambers
Dr. Roman March
Dr. John Chong
David Tucker

AD HOC COMMITTEES

Committee on Housing and Home Support Care for the Disabled:
Judith Bishop, Chairperson
Mike Cillis
Dorothy Marchesan
Bob Smith
Norma Walsh
Barbara MacKinnon
Ruth Selby
Cathi Smith
Saul Zemaitis

Child Care Advisory Committee:
Norman Westbury, Chairperson
Judy Binns*
Karyn Callaghan
Leena Kinanen
Judith Preston
Elizabeth Shaver
Noreen Toye
Sonja Burgoyne
Lindsey George*
Jennifer Powell-Fralick
Lesley Russell
Stacey Shier
John Wegener

Diverse Racial and Cultural Groups' Access to Services Advisory Committee
Chai Chu Thompson, Chairperson
Sharon Bonham
Anna Maria Figuerdo
Teresa Melcer
Annie Perez
Nu Quach
Marlene Thomas
Josephine D'Amico
Linda Jenkins
Paul Myers
Santokh Pooni
Pat Simpson
Ramzi Twal

Social Housing Action Committee:
Mary Ann Seldon, Chairperson
Winnie Capriotti
Leslie Gibbons*
Andrea Horwath
Bill Janssen
Lesley Prince
Janet Surmanski
Maggie Fischbuch
Ellen Howard
Basilia Iatomasi*
Eduardo Navarro*
Terri-Lee Seeley
Alan Whittle

Consultant: Gail La Croix

Taxation Review Task Force:
Urmas Soomet, Chairperson
Dr. Wayne Lewchuk
Norman Preece
Paul McWhinnie
Dr. J. Douglas Welland

* Resigned during the year.

STAFF MEMBERS

Executive Director:	Mike Pennock
Research Director:	Gloria DeSantis
Community Development Co-ordinator:	Don Jaffray
Research Associate:	Caroline Ball
Research Assistant:	Rosemary Trowbridge
Executive Assistant:	Mary Swan
Research Secretary:	Shurl Kocman
Bookkeeper/Secretary:	Caroline Eyk
Volunteer Support Staff:	Kay German Hilda Nelligan
Project Staff 1989/90:	Gabriel Araiche Sharon Bonham Fiona Carson Joanne Chlan Roberta Dimitroff Ahmed Haneef Linda Jenkins Paula Randazzo Kevin Sandy Lorraine Wilson
Student Staff — Sheridan College:	Brian Bodo Trish Johnston

ACKNOWLEDGEMENTS

The Social Planning and Research Council would like to thank its major funders: the United Way of Burlington, Hamilton-Wentworth and the Regional Municipality of Hamilton-Wentworth for their continued support of the work of the Council. A special thanks goes to the friends of the SPRC for their donations in 1989/1990. We acknowledge the support of the Canada Employment and Immigration Commission; the Ministries of Community and Social Services and Housing for special project funding. During the past twelve months, we have enjoyed the opportunity to work with the Industry Education Council, the Adult Basic Education Association, Hamilton Public Library, Hamilton Regional Indian Centre and the Association of Agencies for Treatment and Development (AATD) on a contract basis. We are grateful to the Hamilton Rotary Club for a grant towards the cost of our Laser Printer.